

**For Immediate Release**  
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## **BOE Earns National Honor for Improving Web-Based Customer Service, Reducing Costs**

**Sacramento** – The Board of Equalization was presented the 2013 *State IT Recognition Award* (*Government to Business category*) from the [National Association of State Chief Information Officers](#) for launching online services that enhance the customer experience, reduce expenses, and increase revenue. This is the BOE's third technology award in less than two months.

The four-year Electronic Services Expansion Project eliminated lengthy paper forms and applications for many BOE tax and fee programs. Most BOE customers can register businesses, file returns, make payments, and request tax relief through the [BOE website](#).

"This landmark project allows the BOE to streamline our customers' application process, decrease errors, and reduce our paper use. We are committed to improving the taxpayer experience by offering more efficient and cost effective services," said BOE Executive Director Cynthia Bridges.

These online services help BOE make significant progress toward achieving its [strategic technology goal](#) of allowing taxpayers, staff, and other stakeholders to accomplish their work – any way, any time, any place.

NASCIO's *Digital Government: Government to Business Award* recognizes innovative applications that foster improved interaction between government and business, including better customer service at less cost for regulatory compliance, new business formation, and day-to-day government-to-business interactions.

For more information about BOE's other recent technology awards, visit [www.boe.ca.gov/news/2013/95-13-G.pdf](http://www.boe.ca.gov/news/2013/95-13-G.pdf) and [www.boe.ca.gov/news/2013/79-13-G.pdf](http://www.boe.ca.gov/news/2013/79-13-G.pdf).

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The five-member California State Board of Equalization (BOE) is a publicly elected tax board. The BOE collects more than \$52.5 billion annually in taxes and fees supporting state and local government services. It hears business tax appeals, acts as the appellate body for franchise and personal income tax appeals, and serves a significant role in the assessment and administration of property taxes. For more information on other taxes and fees in California, visit [www.taxes.ca.gov](http://www.taxes.ca.gov).

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